

## HOUSING SERVICES SUPERVISOR

#### **Purpose:**

To actively support and uphold the City's stated mission and values. To perform a variety of paraprofessional duties depending on assignment; to plan, organize and supervise the activities and operations of <a href="either">either</a> the City's Housing Programs (Section 8 programs), or the Affordable Housing Section (CDBG and Home Investment Partnership Program (HOME)); to provide responsible administrative support to the Housing Services Administrator; to perform a wide variety of responsible and complex administrative duties for the division.

## **Supervision Received and Exercised:**

Receives general direction from the Housing Services Administrator or from other management staff.

Exercises direct supervision over assigned administrative and technical staff.

# **Examples of Duties:**

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Duties may include, but are not limited to, the following:

- Plan, prioritize, assign, supervise and review the work of staff involved in the administrative and day-to-day operation of the City's Housing Programs (Section 8 programs), or the CDBG and HOME programs related to affordable housing activities, rehabilitation, acquisition, relocation and other redevelopment activities; provide administrative support duties for the Housing Services office.
- Assist the Housing Services Administrator in planning, prioritizing and reviewing the work of staff in various other Housing services and programs (including Community Development Block Grant (CDBG) program, Home Investment Partnership Program (HOME).
- Assist the Housing Services Administrator in preparing, reviewing and monitoring of the division budget; prepares budget requests.

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Housing Services Supervisor (continued)

- Act on behalf of the Housing Services Administrator in the absence of the Housing Services Administrator including signatory approval of required reports and documentation.
- Works closely with advisory committees on housing matters and policy development.
- Presents evidence in administrative hearings and court proceedings.
- Select, train, motivate and evaluate staff; provide or coordinate staff training; review work for accuracy and timeliness; work with employees to correct deficiencies; implement discipline and termination procedures.
- Provide routine and general information on division, department and City procedures, regulations, systems, and precedents relating to programs and area assignments.
- Recommend and assist in the implementation of goals and objectives; establish schedules and methods for administrative and technical support; implement policies and procedures.
- Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities; recommend improvements in workflow, procedures and use of equipment and forms.
- Prepare and revise various operating procedures, rules, and regulations upon request; develop and revise office forms and report format, as well as report preparation procedures.
- Participate and assist in the administration of the office; research, compile, analyze, and summarize data for special projects; budgets and various comprehensive reports and plans; prepare or direct the preparation of annual, quarterly or administrative reports; schedules for budget and sub-recipient monitoring.
- Compose correspondence related to assigned responsibilities, type and proofread a wide variety of reports, letters, memos and statistical charts; type from rough draft, verbal instruction; independently compose correspondence related to assigned responsibilities.
- Maintain calendars of office activities, meetings and various events; coordinate activities with other City departments/divisions, the public and outside agencies.

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Housing Services Supervisor (continued)

 Respond to and resolve difficult complaints and sensitive inquiries, disputes and issues; requests for services from citizens, tenants, landlords, applicants, clients

and property owners and the U.S. Department of Housing and Urban

Development in an open and creative manner.

 Coordinate and provide information to the public regarding Housing Services programs, which include affordable housing programs, fair housing programs

and homeless programs through correspondence, interviews and telephone

calls.

Perform related duties as assigned.

**Experience and Training Guidelines:** 

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. The hiring department may include job related experience, training or license and certification preferences at the time of

recruitment. A typical way to obtain the knowledge and abilities would be:

**Experience:** 

Requires the equivalent of four years of increasingly responsible experience, including public contact, in a subsidized housing or community development (CDBG) programs, social or community services agencies, including

administrative and supervisory responsibility. Experience with Section 8 and/or

CDBG/HOME programs is desirable.

Training:

Equivalent to completion of the twelfth grade with some additional college level course work in public or business administration or a related field. An Associate

degree is desirable.

Licenses/Certifications:

None

This position is included in the City's classified service, pursuant to City of Tempe

Personnel Rules and Regulations, Rule 1, Section 103.

Job Code: 304

FLSA: Exempt

Effective June 2001 Reactivated & Revised January 2006 (job code change) Revised November 2006 (update duties)